



Civil Service Commission

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session. Those who wish to speak on any matter on the agenda are asked to complete a "Speaker Information" card (available at the meeting) and relay it to the staff before leaving the meeting.

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HOURS OF OPERATION
Monday through Friday from
7:30 a.m. to 5:30 p.m.
Offices are closed alternate
Fridays.

CIVIL SERVICE COMMISSION

CITY COUNCIL CHAMBERS – CITY HALL
3031 TORRANCE BOULEVARD
TORRANCE, CALIFORNIA 90503

MONDAY JUNE 10, 2013
6:00 P.M.

AGENDA

CALL TO ORDER

ROLL CALL/MOTION FOR EXCUSED ABSENCE – Commissioner Skoll

FLAG SALUTE

REPORT FROM STAFF ON POSTING OF AGENDA

ORAL COMMUNICATIONS #1 (Limited to a 30 minute period)

Comments on this portion of the agenda are limited to items not on the agenda and to no longer than three (3) minutes per speaker. Under the provisions of the Brown Act, the Commission is prohibited from taking action or engaging in discussion on any item not appearing on the posted agenda.

CONSENT CALENDAR

Disposed of by a combined motion unless separate consideration is requested by Commission or audience.

1. Ordering of Examination: Building Maintainer
2. Ordering of Examination: Air Conditioning/Heating Technician
3. Ordering of Examination: Water Service Technician I

ADMINISTRATIVE MATTERS

4. Approval of the Class Specification for Transit Training Coordinator

ORAL COMMUNICATIONS #2

Comments on this portion of the agenda are limited to items not on the agenda and to no longer than three (3) minutes per speaker. Under the provisions of the Brown Act, the Commission is prohibited from taking action or engaging in discussion on any item not appearing on the posted agenda.

ADJOURNMENT

ROLL CALL: Dean, Montoya, Shwartz, Skoll, Stadler, Wood, Wright

May 22, 2013

Commission Meeting
June 10, 2013

Honorable Chairman and Members
of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: ORDERING OF EXAMINATION – BUILDING MAINTAINER

SALARY: \$22.15- \$25.63 per hour.

BASIS: Open is recommended. All previous exams have been open.

EXAMINATION PARTS/WEIGHTS:

Written Exam (weighted 60%); Performance (Qualifying); Oral Interviews (weighted 40%) is recommended. The previous examination (2008) was equally weighted.

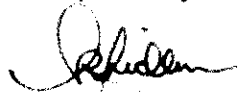
SCOPE OF EXAMINATION:

Please refer to Knowledge and Abilities listed in the Minimum Qualifications section of attached Job Specification.

REASON FOR EXAMINATION:

Multiple vacancies; need to establish an eligibility list.

Respectfully Submitted,



Kevin M. Fridlington
Senior Human Resources Analyst



Melody Lawrence
Human Resources Manager

Concur:



Laura Lohnes
Civil Service Manager

Attachment

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City of Torrance
Class Code: 5541

November 1983
(Revised)

Class Designation: Civil Service

Representation Unit: Torrance Municipal Employees
(AFSCME Local 1117)

TO EXPRESS INTEREST IN THIS POSITION [CLICK HERE](#)

Building Maintainer

Definition

Under general supervision, performs skilled plumbing, carpentry, and heating, ventilation and air conditioning work as part of the general alteration, repair and occasional new construction of equipment and structures; and does other general building maintenance work as required.

Distinguishing Characteristics (Subclassification - Building Maintainer/Plumbing)

Distinguished from Senior Utility Maintainer in that the incumbent does not supervise other Building Maintainers. Distinguished from a Semi-Skilled Laborer in that the incumbent is assigned to the more skilled tasks associated with plumbing.

Examples Of Duties (Subclassification - Building Maintainer/Plumbing)

Installs water piping; repairs and replaces pipes, valves, fittings, ballcocks, and other fixtures; packs faucets (i.e. leaking faucets); wipes and flushes joints; cleans out drains and obstructions in water systems; may provide guidance to helpers as necessary; and performs other Building Maintainer work as required (i.e. carpentry, heating and air conditioning work).

Distinguishing Characteristics (Subclassification - Building Maintainer/Carpentry)

Distinguished from Senior Utility Maintainer in that the incumbent does not supervise other Building Maintainers. Distinguished from a Semi-Skilled Laborer in that the incumbent is assigned to the more skilled tasks associated with carpentry.

Examples Of Duties (Subclassification - Building Maintainer/Carpentry)

Alters, repairs, or constructs articles and structures of wood, such as room additions, partitions, counters, benches, tables, forms and fences; maintains and repairs woodwork of buildings; lays and repairs floors and roofs, including work with cork, asphalt tile and other composition materials; fits doors, windows and sashes; operates power saws, jointers, and other woodworking machinery; does cement, brick or plaster work; may provide guidance to helpers as necessary; and does other Building Maintainer work as required (i.e. plumbing, heating and air conditioning work).

Distinguishing Characteristics (Subclassification - Building Maintainer/Mechanical Systems)

Attachment

Distinguished from Senior Utility Maintainer in that the incumbent does not supervise other Building Maintainers. Distinguished from the Air Conditioning and Heating Maintainer in that the incumbent does not act in a lead capacity and the repair and maintenance of air conditioning units greater than 10 ton or gas heating equipment greater than 200,000 btu input is not a primary work assignment.

Distinguished from Semi-Skilled Laborer in that the incumbent is assigned to the more skilled tasks associated with mechanical systems.

Examples Of Duties (Subclassification - Building Maintainer/Mechanical Systems)

Inspects, tests, repairs, maintains and services heating (200,000 btu input and less), ventilation and air conditioning (10 ton & less) units; replaces valves, fans, motors, gaskets, filters, and belts; pumps down units; adds refrigerants and oil; uses various testing devices to locate defective parts; adjusts and installs switches, gauges, thermostats, valves, tubing, fans, controllers and other parts as needed; makes pipe connections and electrical repairs; checks and tests before installation HVAC components and makes necessary gas line connections, makes condensate line connections; may provide guidance to helpers as necessary; and performs a variety of Building Maintainer work as required (i.e. plumbing and carpentry).

Minimum Qualifications (Subclassification - Building Maintainer/Plumbing)

Knowledge of

- Standard methods, materials and equipment used in plumbing work and in other building trades.

Ability to

- Use the required tools and equipment skillfully and safely, such as pipe threader, plumber's snake, acetylene and map gas torch, pipe vise, and pipe wrenches;
- Read and interpret blueprints and schematics;
- Follow oral and written instructions;
- Establish and maintain effective working relationships with other employees.

Minimum Qualifications (Subclassification - Building Maintainer/Carpentry)

Knowledge of

- Standard methods, materials and equipment used in carpentry and cement work and in the other building trades.

Ability to

- Use the required tools and equipment skillfully and safely, such as circular, hand, table and miter saws; cement finishing tools, sledge and claw hammers, drills and wrenches;
- Read and interpret blueprints and schematics;
- Follow oral and written instructions;
- Establish and maintain effective working relationships with fellow employees.

Minimum Qualifications (Subclassification - Building Maintainer/Mechanical Systems)

Knowledge of

- Standard methods, materials and equipment used in heating, ventilation and air conditioning work and in the other building trades.

Ability to:

- Use the required tools and equipment skillfully and safely, such as, volt-ohm ampere test meter, gauge manifold, refrigerant leak detectors, sling psychrometer and air velocity meter;
- Read and interpret blueprints and schematics;
- Follow oral and written instructions;
- Establish and maintain effective working relations with fellow employees.

License

A valid Class 3 California Drivers License.

Experience

Four years of work in general building maintenance and construction.

Education

No specific minimum.

May 22, 2013

Commission Meeting
June 10, 2013

Honorable Chairperson and Members
of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: ORDERING OF EXAMINATION - AIR CONDITIONING/HEATING TECHNICIAN

SALARY: \$26.17 to \$35.08 per month.

BASIS: Open is recommended. All prior examinations have been conducted on an open basis. Two previous examinations in March 2005 and May 2004 did not produce a sufficient number of candidates to fill the vacancy therefore recruitment may be extended, if needed.

EXAMINATION PARTS/WEIGHTS:

Written Examination (60%) - Oral Interviews (40%) is recommended. The preceding recruitment (2006) was equally weighted. Previous Examinations (2005, 2004) had a Written Examination (weighted 100%).

EXAMINATION SCOPE:

Refer to Knowledge and Abilities listed in the Minimum Qualifications section of Attached Job Specification.

REASON FOR EXAMINATION:

Vacancy, due to promotion.

Respectfully submitted,



Kevin M. Fridlington
Senior Human Resources Analyst



Melody Lawrence
Human Resources Manager

CONCUR:



Laura Lohnes
Civil Service Manager

Attachment

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The logo for the City of Torrance, featuring the word "Torrance" in a stylized, cursive font.[Class Number](#) | [Print Page](#)

City of Torrance
Class Code: 5545

January 1986
(Revised)

Class Designation: Civil Service

Representation Unit: Torrance Municipal Employees
(AFSCME Local 1117)

TO EXPRESS INTEREST IN THIS POSITION [CLICK HERE](#)

Air Conditioning/Heating Technician

Definition

Under supervision inspects, maintains, repairs, and installs air conditioning, heating, and ventilation equipment; and does related work as required.

Distinguishing Characteristics

Distinguished from Air Conditioning/Heating Supervisor in that the Technician is not responsible for planning, organizing and directing the air conditioning and heating functions in all City facilities. Distinguished from Building Maintainer (subclass Mechanical Systems) in that the Maintainer is not responsible for performing journey level tasks in the maintenance, repair, and installation of air conditioning and heating equipment and components.

Examples Of Duties

- Inspects, tests, repairs, maintains and services all types of refrigeration, hot water, forced air heating and ventilation equipment, electronic and electrical components, including 125 ton chiller, centervacs, 1 million BTU boiler, hermetic type refrigeration units, and pneumatic controls;
- Installs, adjusts and replaces valves, fans, blowers, gaskets, filters, belts, switches, gauges, thermostats, tubing, and transformers;
- Installs, replaces, adjusts and repairs pressure regulators, compressors, evaporators, condensers, motors, electrical water pumps and other parts as needed;
- Pumps down unit;
- Adjusts and balances air distribution systems;
- Flushes boilers;
- Uses various testing devices to locate defective parts;
- Adds refrigerants and oil;
- De-scales tubing;
- Cuts, threads, connects and repairs pipe;
- Makes necessary electrical connections and repairs;
- Checks and tests new equipment before installation;
- May act in a lead capacity.

Minimum Qualifications

Knowledge of

Attachment

- Air conditioning, heating, and ventilating equipment, component parts and materials, including but not limited to: heat exchangers, electronic controls, thermostats, switches, hermetic refrigeration units, pneumatic controls, centervacs;
- Standard methods, tools and equipment used to inspect, test, maintain, repair, and install air conditioning, heating and ventilating equipment and component parts;
- Material and installation requirements for heating, air conditioning and ventilation (HVAC) as published in the "Uniform Mechanical Code" by the International Conference of Building Officials.

Ability to

- Inspect, test, maintain, repair and install air conditioning, heating and ventilating equipment and component parts such as: 125 ton chiller, centervacs, 1 million BTU boiler, hermetic type refrigeration units;
- Work skillfully and safely with appropriate tools such as ohm meters, vacuum pumps, wet and dry bulb thermometers;
- Read and interpret blueprints and schematics;
- Follow written and oral instructions;
- Establish and maintain effective working relationships with fellow employees.

License Requirement

A valid California Class C Drivers' License.

Experience

Four years of journey level experience inspecting, testing, maintaining, repairing and installing air conditioning, heating and ventilation equipment and component parts; or two years of journey level experience plus completion of a refrigeration/heating apprentice training program.

Education

No specific minimum required.

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May 14, 2013

Commission Meeting
June 10, 2013

Honorable Chairman and Members
of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: ORDERING OF EXAMINATION – WATER SERVICE TECHNICIAN I

SALARY: \$21.61 to \$25.02 per hour.

BASIS: Open is recommended. Previous exams have been held on an open basis.

EXAMINATION PARTS/WEIGHTS:

Written/30% - Performance/40% - Oral/30% is recommended. The previous exam was weighted similarly.

EXAMINATION SCOPE:

Please refer to Knowledge and Abilities listed in the Minimum Qualifications section of attached Job Specification.

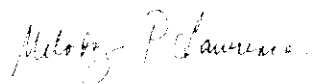
REASON FOR EXAMINATION:

Vacancy due to retirement; need to establish a list

Respectfully submitted,



Samantha Elmer
Human Resources Analyst



Melody P. Lawrence
Human Resources Manager

Concur



Laura Lohnes
Civil Service Manager

Attachment



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City of Torrance
Class Code: 5401

December 2007
(Revised)

Class Designation: Civil Service

Representation Unit: Torrance Municipal Employees
(AFSCME Local 1117)

TO EXPRESS INTEREST IN THIS POSITION [CLICK HERE](#)

Water Service Technician I

Definition

Under general supervision, maintains water meters, reads meters and records readings; assists in the installation, repair and replacement of water mains, water meters, fire hydrants and other water facilities; computes water consumption; and performs related work as required.

Distinguishing Characteristics

The Water Service Technician I is the entry/journey level class in the series, distinguished from the Technician II in that the Technician I does not regularly operate heavy equipment in the construction or perform repair work to the water system. Assignments are generally limited in scope and require the incumbent to make choices or decisions within established procedures and/or policies. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is sometimes necessary.

Supervision Exercised/Received

Receives general supervision from the Water Service Supervisor; may receive technical or functional supervision from the Water Service Technician II or III.

Examples of Essential Duties

The following duties represent the principal job duties; however, they are not all-inclusive.

- Tests and calibrates meters to departmental standards;
- Keeps a record of new meter installations and exchanges;
- Repairs leaks in service assemblies;
- Reads meters and records readings;
- Installs, replaces, repairs, inspects and maintains residential and commercial water meters and hydrant meters used by construction firms;
- Installs, replaces and repairs fire hydrant assemblies;
- Assists in the installation, repair and maintenance of the City's water system, including water mains, water service lines, and hydrants;
- Computes water consumption;
- Performs safety inspections of equipment and machinery;

- Reports defects and irregularities to supervisor;
- Turns water service off and on as appropriate;
- Receives and responds to inquiries and complaints from customers and the general public regarding water service;
- Responds to emergency calls during work and after normal working hours;
- Assists in the training of new and lower classification employees.

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Maintains and cleans equipment and tools; maintains a clean and orderly workplace;
- May distribute notices to water customers;
- May maintain field reports, work orders;
- performs related duties as required.

Minimum Qualification Guidelines

Knowledge of

- Basic mechanical principles;
- The use of hand and power tools;
- Accepted methods of repair, rehabilitation and maintenance of water meters;
- Safety rules and precautions related to the use of tools, vehicles and equipment;
- Proper procedures in lifting or moving heavy objects;
- General public relations techniques.

Ability to

- Read meter dials and records readings.
- Make arithmetical calculations.
- Perform assigned tasks without close supervision
- Communicate effectively orally.
- Read and understand work orders, drawings, maps, etc.
- Operate equipment and tools with skill and safety.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies.
- Learn City policies and procedures affecting departmental operations, generally City operations and utilize new skills and information to improve job performance and efficiency.

License/Certification Required

Must possess and maintain an appropriate, valid California driver's license; and a State of California Department of Public Health Water Distribution License, Grade D1.

Education and Experience

Any combination of education and experience that would have provided the

knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

One year of full time experience in the repair of mechanical equipment and six months of experience in a position involving public contact; and equivalent to a high school diploma.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a considerable amount of force frequently to lift, carry, push, pull or otherwise move objects and to stoop, crouch, climb and lift in the performance of manual labor; to operate a variety of tools, equipment and vehicles; to work around electrical equipment in a safe manner. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions including exposure to dust, noise, heat or cold.

Career Ladder Information

Experience gained in this classification may serve to meet the minimum requirements for promotion to Water Service Technician II and/or Water Service Technician III with appropriate certification.

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

Subject: Approval of the Class Specification for Transit Training Coordinator

RECOMMENDATION

Recommendation of the Human Resources Manager that your Honorable Body approve the newly created class specification for Transit Training Coordinator.

BACKGROUND

In 2009, the Transit Department created Bus Operator training program which had been staffed by existing Transit Supervisors. Due to recent retirements of Transit Supervisors, the Transit Director requested a class specification be developed to conduct training and oversee and compliance with local, state and federal rules and regulations. As a result, the position of Transit Training Coordinator has been created.

The proposed class specification for Transit Training Coordinator (Attachment I) is submitted for your review and approval.

ANALYSIS

The primary duties of the classification include directing, coordinating, monitoring, and providing driver training for Transit personnel in compliance with Department of Transportation (DOT) and California Highway Patrol (CHP) rules and regulations. The following are primary duties performed by the position:

- Develops, implements, coordinates, and monitors training materials, lesson plans, safety audits, safety programs and other safety-related policies and procedures.
- Develops detailed technical training and evaluation materials and determines specialized training needs with Transit managers, supervisors or other appropriate staff.
- Conducts classroom, behind the wheel, and individualized training in the safe operation of vehicles and equipment in compliance with Department of Motor Vehicles (DMV) and Federal Transit Administration (FTA) guidelines and requirements.
- Trains and instructs personnel in safe driving practices, passenger relations, fare revenue collection, bus safety and Transit rules, regulations and policies.
- Administers and monitors the City's drug and alcohol program for transit personnel to ensure compliance.
- Develops, administers, monitors and implements the Torrance Transit's System Safety Program Plan (SSPP).
- Responds to and conducts thorough accident investigations; prepares detailed accident reports; and ensures compliance with U.S. Department of Transportation safety regulations.
- Coordinates activities of personnel and vehicles during emergencies.
- Supervises the work of subordinate staff, including coordinating, assigning, monitoring and evaluating work, hiring and training, counseling and disciplining staff.
- Reviews California Department of Motor Vehicle (DMV) reports to ensure that driving records and license requirements are in order. Notifies deficiencies to division managers.

The Qualification Guidelines section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position. Examples of Knowledge and Abilities statements are listed below:

Knowledge of:

- Transit system operations including scheduling and assignment of personnel and equipment, field supervision, inspection and maintenance of transit vehicles and preparation of routes and schedules.
- Principles of supervision, training and employee relations.
- Safety principles and practices related to transit operations, including accident investigations, passenger relations, operator and equipment safety.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.

Ability to:

- Supervise the work of subordinate staff, including coordinating, assigning, monitoring and evaluating performance, hiring and training, counseling and disciplining staff.
- Learn, develop and implement new training programs for Torrance staff when new technology is obtained for department use.
- Operate transit vehicles, including buses, service trucks, and automobiles.
- Deal constructively with conflict and develop effective resolutions;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;

The License Required section describes the licensing and/or certification required as follows:


Must be able to obtain within one year from date of hire and maintain thereafter the following: a valid California Class B Drivers' License, a valid California Department of Motor Vehicles (DMV) Medical Certificate, valid Verification of Transit Training Certificate (VTT) and a valid Transportation Safety Institute (TSI) certificate (accident investigation). Must complete the Instructors Course in Bus Operator Training or equivalent within one year from date of hire.

The Experience and Education Section describes the required experience and certification for the position as follows:

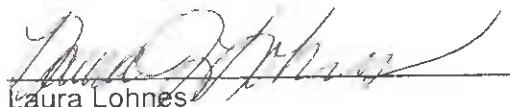
*Any combination of education and experience that would provide the required Knowledge and skills is qualifying.
A typical way to obtain the knowledge and skills would be:*

Associate's Degree in Public or Business Administration, or a related field; and three years of full time experience in the transit industry including one year of supervisory or lead experience and one year of experience conducting, coordinating and developing employee training and development programs.

Respectfully submitted,

By 
Melody Lawrence
Human Resources Manager

CONCUR:


Laura Lohnes
Civil Service Manager

Attachments:

- 1) Proposed Class Specification for Transit Training Coordinator

Transit Training Coordinator

Definition

Under direction, coordinates, monitors, and provides driver training for Transit personnel in compliance with Department of Transportation (DOT) and California Highway Patrol (CHP) rules and regulations; and performs related work as required.

Distinguishing Characteristics

Distinguished from the Senior Business Manager in that the incumbent is not responsible for managing day-to-day transit operations. Distinguished from Transit Operations Supervisors in that the incumbent is primarily responsible for driver training of Transit personnel and other administrative duties.

Supervision Exercised/Received

Receives direction from the Transit Operations Manager or designee. Provides technical direction to Transit Operations Supervisor, Transit Dispatchers, Bus Operators, Relief Bus Operators and Apprentice Relief Bus Operators.

Examples of Essential Duties

The following duties represent the principal job duties; however, they are not all-inclusive.

- Develops, implements, coordinates, and monitors training materials, lesson plans, safety audits, safety programs and other safety-related policies and procedures.
- Prepares training materials, lessons plans, and schedules.
- Develops detailed technical training and evaluation materials and determines specialized training needs with Transit managers, supervisors or other appropriate staff.
- Conducts classroom, behind-the-wheel, and individualized training in the safe operation of vehicles and equipment in compliance with Department of Motor Vehicles (DMV) and Federal Transit Administration (FTA) guidelines and requirements.
- Trains and instructs personnel in safe driving practices, passenger relations, fare revenue collection, bus safety and Transit rules, regulations and policies.
- Trains employees in the application of and ensures compliance with departmental policies, procedures, and rules and federal, state and local laws and regulations.
- Certifies training of employees to ensure compliance with DMV and FTA regulations.
- Retrains employees returning to work after leaves of absence, post-accidents or in compliance with other agreed upon work-related issues.
- Administers and monitors the City's drug and alcohol program for transit personnel to ensure compliance.
- Trains supervisors and employees to manage interpersonal contacts in a positive and productive manner.
- Provides assistance to operators by performing and coordinating operational ride checks and giving feedback to operators.
- Counsels operators/trainees and prepares written reports concerning driving performance and safe operations of vehicles.
- Operates a two-way radio using standard City and Transit radio procedures, codes and call signs; operates video, computer and other electronic equipment used in transit operations.
- Develops, administers, monitors and implements the Torrance Transit's System Safety Program Plan (SSPP).
- Plans and directs the company's emergency response and security drills; evaluates performance against objectives and makes recommendations for improvements.
- Handles incoming phone calls from the public, department and City personnel to provide assistance and information.

- Trains supervisors and other appropriate employees to investigate accidents and incidents involving transit vehicles and /or personnel.
 - Responds to and conducts thorough accident investigations; prepares detailed accident reports; and ensures compliance with U.S. Department of Transportation safety regulations.
 - Develops a system to log and track all accidents/incidents and recommends disciplinary action, when necessary.
 - Coordinates activities of personnel and vehicles during emergencies.
 - Supervises the work of subordinate staff, including coordinating, assigning, monitoring and evaluating work, hiring and training, counseling and disciplining staff.
 - Reviews California Department of Motor Vehicle (DMV) reports to ensure that driving records and license requirements are in order. Report deficiencies to division managers.
-

Examples of Other Duties

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Provides field supervision and support; prepares reports of mechanical problems, breakdowns, and other matters affecting equipment or personnel; monitors bus lines to ensure schedule maintenance.
 - Monitors and records operator check-in, vacation schedules, sick leave and other absences; processes payroll, work records, requisitions, work orders, fuel and other related administrative reports as required.
 - Prepares transfer of revenues to authorized receiving agencies.
 - Gathers and provides information for developing transit operations policies and guidelines.
 - Coordinates activities with those of other divisions/departments, outside agencies and organizations.
 - Provides staff assistance to management staff; prepares and presents staff reports and other necessary correspondence.
 - Utilizes the Computer Aided Dispatch/ Automatic Vehicle Locator (CAD/AVL) to monitor on street operations remotely, report field service discrepancies, and resolve street and field performance problems.
 - Utilizes transit operations software application Trapeze OPS to monitor operator performances and work assignments.
 - Serves on boards, committees and special teams as assigned.
 - May represent the division and/or department at public meetings, outside agencies and organizations etc , as required.
 - May operate a bus and perform other related duties as required.
-

Qualification Guidelines

Knowledge of

- Transit system operations including scheduling and assignment of personnel and equipment, field supervision, inspection and maintenance of transit vehicles and preparation of routes and schedules.
- Principles of supervision, training and employee relations.
- Safety principles and practices related to transit operations, including accident investigations, passenger relations, operator and equipment safety.
- Basic mathematics, including addition, subtraction, multiplication, and division.
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.

- City and Department Mission including strategic goals and objectives.
- General City operations.
- Two-way radio operating procedures.
- Software applications currently in use by the City including word-processing, spread sheet and database.

Ability to

- Supervise the work of subordinate staff, including coordinating, assigning, monitoring and evaluating performance, hiring and training, counseling and disciplining staff.
- Prepare routine oral and written reports.
- Perform basic mathematical calculations.
- Communicate effectively both orally and in writing.
- Respond effectively and make sound decisions in unplanned and emergency situations.
- Exercise sound judgment and decision making within established guidelines, policies rules and regulations.
- Operate a computer utilizing the word-processing, spread sheet and data base software applications currently in use by the City.
- Learn, develop and implement new training programs for transit personnel when new technology is obtained for department use.
- Operate transit vehicles including buses, service trucks, and automobiles.
- Deal constructively with conflict and develop effective resolutions.
- Manage multiple tasks, as well as determine priorities, and adjust work schedule accordingly.
- Establish and maintain effective working relationships with both internal and external departmental staff, contractors, vendors and the general public.
- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations.
- Learn and utilize new skills and information to improve job performance and efficiency.

LICENSE REQUIRED

A valid California Class B Drivers' License with Passenger Endorsement, a valid California Department of Motor Vehicles (DMV) Medical Certificate, and a valid Transportation Safety Institute (TSI) certificate (Instructors Course in Bus Operator Training) or equivalents are required.

Must obtain a valid Verification of Transit Training Certificate (VTT) and Advanced Safety Certificate or the equivalent from the National Safety Council within 90 days from date of hire.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Associate's Degree in Public or Business Administration, or a related field; and three years of full-time experience in the transit industry, including two years of supervisory or lead experience and one year of experience conducting, coordinating and developing employee training and development programs.

SPECIAL REQUIREMENTS

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Work is performed sometimes indoors but regularly outside in seasonal climate and weather conditions. Driving for prolonged period of time with limited rest breaks. Heavy city traffic conditions are encountered on a daily basis. Follows a set schedule to pick up drop off passengers. Noise from traffic and a two-way radio, slippery surfaces and dust are situations regularly encountered. Physical demands include driving, walking, constant arm movements and sitting for long periods of time.

These positions are considered safety sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations.

Position requires availability to work various shifts on weekdays, weekends, evenings, overtime and holidays.

CAREER LADDER INFORMATION

Experience gained in this classification may serve to meet the minimum requirements for promotion to Transit Operations Manager or Transit Administration Manager.

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